

Top 20 Reasons Why IT Infrastructure Managers Choose SaaS

NMSaaS



IT systems are in a constant state of change. New applications, services, modes of access, security restrictions and more are being demanded by users on an almost daily basis. And while IT departments are struggling just to keep up, one area that is consistently left behind to be “cleaned up another day” is the management and monitoring tools.

However, one new class of Infrastructure Management tools is attempting to change that. Like other aspects of IT, Cloud Based SaaS solutions are now available for Enterprise Network Management. These new tools offer the many benefits of a Cloud / SaaS model, without sacrificing functionality or scalability.

This EBook explores the top 20 reasons why IT Infrastructure Managers are choosing a SaaS based solution instead of a traditional on premise solution.

1. SaaS Solutions Are Easier To Deploy

One of the most important things to understand about a SaaS based IT Management systems that it's much easier to deploy than an on premise "full blown" solution. Like most SaaS products this ease of deployment stems from the fact that as a user, you don't have to worry about buying, provisioning, deploying and maintaining the physical server and database infrastructure required to run the solution. Because most or all of the components are housed in a cloud datacenter, this means that the on premise HW/SW requirements are minimal and can usually be deployed in a matter of minutes instead of weeks or months.



2. SaaS Solutions Are Cost Effective

Initially, this was the most cited reason for companies that have made a move to the cloud. It's not necessarily the biggest driver today, but since all organizations are trying to do more with less, it's always going to be a factor in the move towards cloud and SaaS. There are many reasons why cloud is less expensive: the most obvious of them is that the large cloud providers are able to benefit from huge economies of scale and thus be able to offer more computing power at a lower cost.



Another prime cost driver for cloud computing is the ability to pay for what's being used and not be compelled to pay for unused services. No CFO likes to pay for something that's unnecessary or being made to pay twice for something. However it is still vital that SaaS solutions are deployed smartly, otherwise cloud savings can turn into cloud sprawl. It is important that the overall operations are managed well and the services are not over-provisioned and carefully handled. If done right, most enterprises should be able to demonstrate a positive gain on the balance-sheet.

3. Reduced Professional Services Costs

With a normal “purchased” software approach, just getting the software installed, configured and operating can be daunting, frustrating and costly. Most Enterprise Management System software vendors charge additional professional services fees which could add up to weeks or months of consulting time before you get any useful information, you then end up with a solution that’s difficult to use or change.

With SaaS however, many if not all of those “get up and running” costs are wiped away or built into the monthly cost of the service.



4. Pay for what you need, when you need it

Software companies bundle together many features to maintain high prices. This means you often pay for a lot of features you don’t need or want. With SaaS you get to choose exactly what you need, and pay for what you get.

In the Network Management space for example, if you only needed Inventory Discovery or Netflow Analysis for 3-6 months, you shouldn’t have to go and search, evaluate, compare, RFP and RFQ. The benefits of using a cloud based solution is that many companies offer month to month payments, so there is no need for hefty upfront costs and long contracts.

5. Hassle-free Upgrades

In the days where systems were upgraded on site by IT staff, there were many factors to consider. The impact of downtime on employee productivity, ensuring precautionary backups were taken and the cost of purchasing the upgraded software, were just three considerations that had to be made every time an upgrade was performed.

Implementing SaaS based infrastructure Management removes these time-consuming and costly actions by placing the responsibility of the software upgrades on the vendor.



Maintenance can be carried out during hours that don’t affect productivity and with the confidence that the solutions are in a non-customized environment, thereby removing any risk associated with customization. As a result of this SaaS users can rest assured that they’re always using the latest technology and functionality available.

6. Higher Adoption Rates

It's been estimated that up to 20% of the IT software purchased by enterprise size organizations never gets used. That is a huge amount of cost and waste. With SaaS solutions there is no shelf ware, simply stop using it and stop paying for it – it's as simple as that!

7. Better Security

When cloud computing first started to attract the attention of enterprises, one of the big areas of concern was security. Companies were concerned about putting sensitive data into a cloud environment. The reality is that large cloud providers like Amazon (AWS) and Microsoft (Azure) spend a tremendous amount of time, energy and money to ensure that their datacenters and services are as secure as possible.



They know that a large breach could be a huge setback for their business, so security is a priority for them. As a general rule, most cloud datacenters are more secure than a typical corporate datacenter especially from a physical security perspective. Richard Clark the former National Coordinator for Security, Infrastructure Protection, and Counter-terrorism for the United States famously quoted "If you spend more on coffee than on IT security, you will be hacked. What's more, you deserve to be hacked".



8. Out Of The Box Integrations

Today almost every enterprise application is expected to integrate with other solutions. It's these integrations from other companies that are making your life easier. It's no different for IT infrastructure management. Most SaaS vendors offer out of the box integrations with other popular IT application vendors like BMC, Service Now, Microsoft and more.

10. License Flexibility

One of the biggest disadvantages of licensed software is its limited accessibility. Usually a license is dedicated to specified number of devices or seats and you cannot use it on a foreign computer. With SaaS you are able to access the solution from every device with an Internet connection. It increases your mobility and independence in working with the application. If you do need to increase (or decrease) the number of licenses, that can usually be done in a matter of minutes from a web portal.



11. Reduced Burden On IT Staff

Moving to software as a service may offer the ability to reduce overall IT costs, including cutting the cost of hiring and training IT support and reducing IT operating costs. Internal IT personnel don't have to purchase and support the server infrastructure necessary to install and maintain the software in-house. The onus of maintaining a labor-intensive patch and upgrade process is taken by the software providers.



With traditional licensed software, companies typically have to wait months for the next release of an application, which internal IT staff will then have to test and deploy. Very often, these installations are time-consuming and do not run smoothly. On the contrary, using software as a service means that a company will receive all the software patches automatically and usually much more promptly. Moreover, by using the SaaS model, enterprises ensure that subsidiaries in all locations are using the correct application software version.

12. Work from anywhere

As a result of cloud computing applications it's now much easier to access information from anywhere at any time. Anywhere in the world there is an internet connection, people are able to do their job. When an IT alert happens, it can be easily consumed and potentially remediated from a Starbucks, a hotel lounge, or in an airplane 30,000 feet in the air.



13. Easier Scalability

If you have a very large network to manage, that generally means that the IT monitoring system will be equally large. This means many servers, databases etc. which are not only hard to maintain, but also expensive to upgrade. The upgrading process can also lead to server downtime, which makes your business bleed money.

With cloud computing, you get all the computing power you need. Many SaaS application even auto-scale CPU, Memory, DB resources based on real time need.

14. Better Disaster Recovery



You think you're doing everything right. You back up your configurations on a regular basis. You check to see that your backup equipment and configurations are up-to-date and working properly. You test your restores. Yet, when a pipe bursts in your building and spills water over your servers and backup media, you still lose all your critical data in one night. Even if you're extremely careful about backing up your data, that's only half of the process. To truly protect your backup data, you also must move it offsite. Too many organizations store their backup media onsite, needlessly exposing their data to risk from fire or flood. The time and money that you must spend to recreate lost data can be costly, not only in terms of lost productivity, but also in terms of lost revenue and customer good will.

On the other hand, SaaS backup uses the cloud to automatically transfer data offsite for disaster recovery. Your backup data is immediately off-premises only minutes after being updated. No matter what type of disaster strikes your organization, you can often restore device configurations from moments before the disaster occurred.

15. Cost Elasticity

When combined with the attributes like zero CAPEX- Cost Elasticity becomes a key factor to consider moving IT monitoring to the Cloud. Cloud lets you spend on infrastructure that is proportional to usage.

This elasticity usually also means no upfront commitment and you are less likely to be locked into a long term solution which no longer fits your requirements.

16. Abundant Storage Space

If you have to store vast amounts of data, the traditional solution has been massive in-house servers. With cloud computing, you get all the storage space you need. Even better, you don't have to invest in a couple of terabytes just to make sure you're covered, only to discover that you're merely using gigabytes' worth of space. You can easily add or subtract storage anytime, generally without financial penalties.



17. Attract Better Talent

SaaS based solutions enable companies to attract top talent as well. Traditional on premise solutions restrict businesses to recruit from specific locales for office-based employees, SaaS removes this restriction and enables organizations to open their vacancies up to applicants nationally and internationally. This wider audience provides recruiters with a much greater choice when it comes choosing the best talent for a role.

A company that's able to advertise its work flexibility and innovation, when it comes to the tools made available to its employees, are an attractive option for applicants. Most people now consider the ability to work from home and flexible hours a 'must have' and it's important to provide this option as standard.

18. Quality Support

Especially for SME's - managed hosting providers can take all of the IT systems stress off of the business leader's shoulders, allowing them to focus their effort into growing the business. These organizations, unlike the biggest public cloud solutions, give the business more than just cutting edge- infrastructure; they also provide support 24x7x365, a necessity in the modern age.



19. Free Resources

Most of the mature cloud providers offer various programs to encourage startups to adopt their platform. Amazon Web Services has a free tier, which makes it easy for the startups to get started. Microsoft's BizSpark program offers various Microsoft products and services including the usage of Windows Azure free for the first three years. Rackspace has a similar program that offers Cloud hosting and coaching to startups. Likewise IT infrastructure Management Solution providers often work on a "Freemium" model where you can get some baseline Discovery or Monitoring services and zero cost. By leveraging these programs carefully, companies can save a significant infrastructure cost.

20. Speed

This is another key reason for moving to cloud. The time taken to commission, implement and configure services is generally measured in weeks, while a company could use its cloud provider to get services up and running within a matter of hours.

It's this sort of turnaround that's seen as crucial for an enterprise to react to change and to get product out of the door much quicker. Today, a production team cannot wait three or four months for an IT department to order and configure a new server when a virtual one can be delivered almost instantly.



Summary

Microsoft, Adobe, Oracle and others are betting very heavily on cloud; and for good reason. Research organizations predict that cloud based solutions will continue to eat into the market space of traditional on premise systems for the foreseeable future. Some believe that Cloud / SaaS dollars spent will surpass on premise dollars spent for all applications before the year 2020. With this in mind, it seems clear that the time is now for IT managers to consider a cloud based infrastructure management solution.

About NMSaaS

NMSaaS is the leader in comprehensive Network Management. The team behind NMSaaS has extensive experience in developing and delivering Network Management solutions to organizations of all sizes.

Our skills and experience have allowed us to identify a major weakness in traditional network management solutions where organizations juggle multiple tools from several vendors, must host and maintain the various products, perform manual software upgrades across their NMS estate and still have substantial gaps in their capabilities and visibility.

The NMSaaS technology platform has been developed for scalability and breadth of coverage across Performance, Fault, and Configuration Management. Users of our platform range from School Districts and Governments to a Global Manufacturing Corporation with 25,000 network devices & an International Retailer with 11,000 stores in 13 countries.

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